



Department of Medical Assistance Services  
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# MEDICAID MEMO

**TO:** All Providers and Managed Care Organizations  
Participating in the Virginia Medical Assistance Programs

**FROM:** Patrick W. Finnerty, Director  
Department of Medical Assistance Services (DMAS)

**MEMO** Special

**DATE** 06/09/2006

**SUBJECT:** Expansion of Medallion II & FAMIS Programs in Culpeper – Summer  
2006

The purpose of this memorandum is to inform you of the entry of a second Managed Care Organization (MCO) into the Virginia Medicaid/FAMIS programs in Culpeper. We are pleased to announce that AMERIGROUP, Inc. ([www.amerigroupcorp.com](http://www.amerigroupcorp.com)), will be entering the Culpeper area on July 1, 2006. This will only affect those Medicaid, FAMIS Plus and FAMIS enrollees living in Culpeper.

With the entry of AMERIGROUP into Culpeper, managed care eligibles will have a choice between Virginia Premier Health Plan and AMERIGROUP Virginia, Inc. This combination will provide patient choice, improved health outcomes and program stability for the region.

In late May, all Medicaid managed care eligible individuals in Culpeper received a pre-assignment letter and information to assist them in making their MCO selection. Those individuals currently enrolled in Virginia Premier will remain in Virginia Premier without disruption. Similar letters were also sent to those FAMIS enrollees affected by this change. On July 1, 2006, all Medicaid and FAMIS managed care eligibles will be enrolled in either Virginia Premier or AMERIGROUP, Inc.

## **IMPACT OF MCO EXPANSION ON PROVIDERS**

To assist in the transition process, DMAS will be providing the MCOs with Medical Transition Reports. These reports will reflect individuals receiving certain medical services such as durable medical equipment (DME), pregnancy services, and dialysis, among others. This information will assure that services with authorizations, etc., are transferred to the MCOs without disruption.

Providers will be able to identify recipients enrolled in an MCO by their member ID card. Recipients may call the MCO to request replacement cards if needed. Recipients will also have a Medicaid ID card. If a Medicaid patient seeks services, you should always ask for their MCO member ID card *and* plastic Medicaid card. These cards will help you verify eligibility. In Culpeper, those individuals enrolled in MCOs will carry a card bearing the name of either AMERIGROUP or Virginia Premier.

In preparation for the addition of AMERIGROUP, MEDALLION enrollment was ended last year. In order to continue to see patients who are enrolled in one of the MCOs, you must be contracted with the MCO. If you wish to consider contracting with MCOs to provide services to their enrollees and to continue to serve your Medicaid, FAMIS Plus, and FAMIS patients in Culpeper, contact information for the MCOs is provided below:

AMERIGROUP	888-821-1108
Virginia Premier	804-819-5160

DMAS encourages providers to contact the MCOs to begin the contracting and credentialing process. Please be aware that credentialing may take up to 90 days. If you are already a Virginia Premier provider, there will be no changes to your Virginia Premier contract.

Remember that you, as a Medicaid provider, may continue to see and treat individuals who are exempt from managed care and who are enrolled in Medicaid fee-for-service. These individuals include, but are not limited to: recipients in nursing facilities; recipients in Intermediate Care Facilities for the Mentally Retarded (ICF/MR); recipients enrolled in Home- and Community-Based Waiver programs; and recipients who have other comprehensive group or individual health insurance, including Medicare. Those enrolled in Medicaid will continue to use the DMAS Medicaid card. You do not need to participate with an MCO to provide services to the Medicaid fee-for-service population. You must only continue to be an enrolled Medicaid provider.

**This change will not impact dental benefits for enrollees. Children will continue to receive their dental care through the Department's *Smiles for Children* program.**

### **IMPACT OF MCO EXPANSION ON ENROLLEES**

Effective July 1, 2006, all managed care eligibles will be enrolled in either AMERIGROUP or Virginia Premier. Letters to recipients who will be impacted by the expansion (former MEDALLION and current fee-for-service enrollees who are not exempt) were mailed in late May. These letters provide the recipient with a choice of the two health plans. If the recipient does not make an affirmative choice, s/he will be assigned to the contracted MCO listed in the letter. Recipients will be instructed to contact the Managed Care HELPLINE with questions related to their MCO assignment, or to make changes in their assignment during the enrollment period. The Managed Care HELPLINE assists recipients in selecting a plan, in addressing and documenting members' concerns, and in completing health status assessment surveys that are forwarded to the MCOs. Recipients may contact the Managed Care HELPLINE at 1-800-643-2273.

We appreciate your continued support of these programs. If you have questions about this memo, please contact Kathleen Dickerson at 804-371-8852.

### **ELIGIBILITY AND CLAIMS STATUS INFORMATION**

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

### **“HELPLINE”**

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

### **COPIES OF MANUALS**

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov). Refer to the “DMAS Content Menu” column on the left-hand side of the DMAS web page for the “Provider Services” link, which takes you to the “Manuals, Memos and Communications” link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

### **PROVIDER E-NEWSLETTER SIGN-UP**

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at [www.dmas.virginia.gov/pr-provider\\_newletter.asp](http://www.dmas.virginia.gov/pr-provider_newletter.asp).

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Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.